

Amendments to the Specification:

Please replace the paragraph beginning at page 4, line 32, with the following amended paragraph:

In addition, the first step of analyzing a resulting core file to accurately identify a bug causing the problem is an even more difficult task ~~[[then]]~~ than the above "searching" processes. The core file analysis tools presently available are typically only useful for kernel core files and are difficult to effectively use (e.g., require extensive training and knowledge of the system being analyzed which often can only be gained with years of working experience). The tools are generally only used reactively, i.e., once a problem occurs, and are interactive with the user, i.e., are manual not automatic tools. Again, these tools are often ineffective as human error can result in an incorrect or inefficient remedy being recommended to correct the computer system operating problems.

Please replace the paragraph beginning at page 7, line 11, with the following amended paragraph:

More particularly, the method includes processing the data collected from the computer system such that later steps (or phases) do not need to know the source of the original data. Such processing of collected system data allows the method to be performed ~~operate~~ substantially identically in online and offline modes and in many embodiments, the method can be performed effectively without regard to the methods used to collect the system data. The collected and processed data includes any data or information useful to scripts located in the knowledge store, which, for example, may include operating system version, hardware configuration, packages installed, patches installed, core files, and the like.

Please replace the paragraph beginning at page 11, line 19, with the following amended paragraph:

As illustrated, the service guru system 100 includes a client computer system 110 which may be any well-known type of computer system adapted for executing software programs, such as one or more servers and memory devices

executing user software and an operating system. The client computer system 110 is a computer system that is a monitored or targeted system for debugging and system analysis when a crash or less serious operating problem occurs. As illustrated, the client computer system 110 is executing ~~[[both]]~~ kernel software 112, user applications 114, and installed packages 117 and has additional configuration and system information 113 in system memory. Additionally, one or more patches 116 have previously been installed on the client computer system 110.

Please replace the paragraph beginning at page 20, line 13, with the following amended paragraph:

Figures 3A, 3B, and 3C illustrate the general execution flow of analysis of the computer system 110 by the service guru tool 150. In Figure 3A, the main executable service guru tool 150 is responsible at 350 for querying the knowledge server 170 and building a list of phases to run from the phase and script repository 171. The executable then at 351 runs the phases in the built list, and preferably in sequential order. In this manner, the tool 150 is functionally driven by the data ~~[[in]]~~ maintained and stored in the service guru knowledge store or server 170. The service guru 150 determines if more phases are to be run at 352 and repeats running phases until the list is completed at 353.

Please replace the paragraph beginning at page 22, line 9, with the following amended paragraph:

If the preconditions are satisfied at 368, the script continues at 370 with testing for occurrence or instance of the actual problem. If the problem did occur and an instance is found at 372, the script issues at 376 a “reactive” output message with ~~[[an]]~~ a problem specific and appropriate comment and/or recommended action. If not found at 372, then the script continues at 374 by issuing a “proactive” output with comment and/or recommended action.